
TERMS & CONDITION

- Reservations are held provisionally up to a pre-specified cut-off period/date after which they are automatically released unless payment is received.
- Reservations will be confirmed only after 50% payment in advance before 15 days of arrival and remaining on the day of arrival.
- Any Hikes in Govt. Taxes, the same would be charged accordingly over and above the room / meal rates.
- Full refund for cancellation received 30 days in advance.
- 50% refund for cancellation received 15 days in advance or more
- No refund for cancellation received less than 15 days in advance.
- Any room booking made above 05 rooms at one given time is non refundable.
- Bookings confirmed on Discounted Rate will be considered as a non-refundable booking.
- No Refunds for cancellation received on booking from 15 Dec 2023 to 15 Jan 2024
- No refund or cancellation during Pooja, Valentine, Xmas, New Year.
- For Candle Light Dinner, Boat set up or Floating Table Setup is subject to weather conditions, in case of venue change, the amount is non-refundable
- No refunds for unused nights or early check-out.
- No refunds would be offered on the government ferry tickets or MAKRUZZ or any Speed Catamaran) tickets, if already purchased.
- In case Govt. ferry is booked, instead of Private Ferry due to non-availability of tickets, the difference amount is non-refundable.
- In case the guest has an International bank account, and then any bank charges applicable are to be borne by the customer
- The Hotel is not responsible for room cancellation because of the cancellation of flight / ferry.
- We are not responsible for cancellation of reservation due to climatic changes
- We are not responsible for cancellation any Private & Government ferry due to climatic changes and technically issue.